The B T department in CTIS offers two AS degrees, one in Office Administration and one in Help Desk. In addition, this department offers numerous certificates as follows:

- **Office Administration**
  - Office Manager-Office Computing career certificate (53 units)
  - Office Manager-General Office career certificate (59 units)
  - Business Communication skills certificate (19 units)
  - Word Processing / Desktop Publishing skills certificate (33 units)
  - Accounting / Spreadsheets skills certificate (35 units)
  - Database SQL skills certificate (33.5 units)
  - Internet / Electronic Commerce skills certificate (35 units)

- **Help Desk**
  - Level I skills certificate (25 units)
  - Level II: A+ skills certificate (38 units)
  - Level III: career certificate (52 units)

### A. ASSESSMENT OF INTERNAL AND EXTERNAL FACTORS AND STUDENT SUCCESS

#### EXTERNAL FACTORS

This very small department concentrates on basic technology skills for the office. When times were "good", these skills were not in great demand... all you needed was a good attitude and a willingness to be trained on the job. As the tech market in the valley has declined, expectations of employers have risen dramatically, because they can afford to be more selective. So, while the high-tech departments in CTIS were on the general decline, there has been a renewed interest in B T. Here are the factors in more detail:

- Industry demands SCAN skills today. This is what B T teaches, along, of course, with the technology.
- This program is definitely experiencing an upswing in enrollment and general interest. The Help Desk portion of the offering is new.
- The large unemployed workforce has made it relatively easy to find qualified part time instructors in this area... but will this revert to form when the job market clarifies?
- Demand for more classes, certificates, and degrees online continues to spike.

#### INTERNAL FACTORS

- BT enrollment has always been low. In the 99/00 academic year it was at 294 WSCH. Estimates for the 02/03 academic year are at 320 WSCH. This may change as the Help Desk program becomes active in 03F.
- BT: Office Technology classes, in order to allow them to survive have been offered in conjunction with CAST classes and CIS classes. For example, BT 59A students are co-enrolled in CIS 50A, with the work adjusted to allow for the different learning outcomes. (they overlap quite a bit anyway).
- Other than the keyboarding and proofreading classes, the majority of BT offerings have been online using ETUDES. This has allowed loading and timing flexibility as well as attracted a wider range of students to the program.
- The Help Desk program only has lab space in the day time. This nicely agrees with OTI's concept for the program. Time will tell whether this time slot works for the students.

#### B. STUDENT SUCCESS EVALUATION

The last student success statistics available are 01/02 numbers and these show that BT is running at about a 49% success rate. This is a full 35 percentage points below the overall college success rate of 84% during that same period. This is a clear trouble spot that action plans are needed to address.

#### C. STUDENT EQUITY/DIVERSITY ANALYSIS

The very low enrollment figures in this department do not support a meaningful ethnic breakdown analysis... but they do clearly show that almost the entire enrollment is female.
D. ACTION PLANS AND PROPOSED PROGRAMMATIC CHANGES

1. Program Goals Related to Educational Master Plan and Partnership for Excellence:
   a. The main program goal is to find the right balance between the needs of industry and the offerings of the division. This will require continued work with the BT advisory committee.
   b. The Help Desk program has a new curriculum which will have to be "tuned" over time, using the advisory committee to reach the right balance.

2. Other Program Improvement Plans:
   a. In the Office Technology arena, we will continue to offer the classes jointly with CAST and CIS to enable the program to go forward.
   b. The LITES program offers some hope for improvement in the very poor success rates of these students. It will be used for the Office Technology program.
   c. We will continue to work with OTI to funnel students in to both BT programs.

E. ENROLLMENT AND PRODUCTIVITY GOALS

The Help Desk program has no history...but because the nature of the program fits in well with the CNET department, it is expected that the program will run at or near the 500 level. Enrollment goals is to put a cadre of 25 students through the program in the first year.

The Office technology program has had a very low enrollment history... in the 300 WSCH area. This should go up to the range of 350 or more in the upcoming year (given the industry climate). Productivity has been very high in this small program due to the shared teaching that is done. This should continue.

F. SUMMARY OF RESOURCES REQUESTED

1. FULL-TIME EQUIVALENT FACULTY OR STAFF NEEDS:
   Faculty: The BT department has no full time faculty members at the current time. Given enrollment levels, this is appropriate. If the Help Desk program grows quickly, this may change... but the probability is that these programs can survive for some time will no full time person.
   Staff: BT’s Office program requires very little staff involvement. The software and hardware requirements are extremely modest (keyboarding and MS Office) which are already support quick amply in all the laboratories. No additional support at the current time is required of the CTIS staff beyond what is currently available. The Help Desk program will be an adjunct of the A+ program which is currently centered in the PCS laboratory. This is a room which is currently faculty-supported.

2. FACILITIES NEEDS: (Include all aspects of the physical setting, e.g., room size, seating type and arrangement, multimedia equipment, lab stations, etc., that might provide a more effective student learning environment.)
   Room 4201, which houses the Help Desk and A+ programs already has much of the hardware and software that is required. This equipment will have to be upgraded from time to time... but there is no urgent requirement as yet. What is required in the short term is that the unsafe and unsightly tables and chairs in that room get replaced as soon as possible with real work benches and stools. It is reasonable to assume that this replacement will be timed to be concurrent with the upgrading and moving of this room to the 4300 building.

3. MATERIALS AND SUPPLIES BUDGET AUGMENTATION:
   The discretionary budgets that can be used for supplies and materials have been decreased each year for the past 3 years. This is making it very difficult to buy the supplies necessary to hold classes (dry erase markers, paper, etc etc). Budgets need to be restored to 2-year ago levels as a minimum, and be then subject to yearly COLA’s to take care of increased costs.

Evaluation of academic year 2002-03.  Date of evaluation:  10/29/03
List names of participants assisting in this program review.
Primary program contact person:C. Lindauer
Phone or email
address:lindauerc@fhda.edu
Full-time faculty: O’Neal, Will, Cellilo
Part-time faculty:
Administrators: Lindauer
Classified staff:
Students:
**PROGRAM NAME:** Business Technology: Help Desk  
**Degree/certificate options available:**  
- AS degree in Business Technology: Help Desk  
- Certificates in  
  - Help desk Level I  
  - Help desk Level II  
- Career Certificates in  
  - Help desk

**PROGRAM MISSION:**  
With the proliferation of computer networks at all places of business, both large and small, comes the need for significant levels of support. More and more these companies are seeing the need for online and telephone assisted responses to augment and more efficiently deploy the technology staff which visits and fixes the more difficult problems. This program will train individuals to perform these tasks.

**EXPECTED STUDENT OUTCOMES:** A student completing this should be able to:  
- Communicate with customers to ascertain their needs and provide solutions  
- Understand and be proficient in computer construction and troubleshooting  
- Understand networks — both hardware and software.

### INTENDED OR DIRECT OUTCOMES: Program-Specific Outcomes and Attributes Desired of Program Graduates

<table>
<thead>
<tr>
<th>PROGRAM CONTENT PROFICIENCIES/ COMPETENCIES</th>
<th>Desired Attributes: What should a student be able to do upon graduation?</th>
<th>REQUIRED PROGRAM COURSES related to this outcome: Where do students acquire experience?</th>
<th>OUTCOME MEASURES — Evidence or Sample Demonstrating Deep Learning: How do we know what a student has achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Communicate with customers</td>
<td>• Communicate to locate and fix customer problems</td>
<td>CNET 118S, CNET 118T, CNET 117Z</td>
<td>• Success in internship with customer feedback</td>
</tr>
<tr>
<td>2) Computer troubleshooting</td>
<td>• Fix computer problems</td>
<td>CIS 50A, CNET 76, CNET 111, CNET 114, CNET 115</td>
<td>• Success in hands-on classes, Internship feedback</td>
</tr>
<tr>
<td>3) Networks hardware and software</td>
<td>• Understand the difference between network problems and computer problems</td>
<td>CNET 51A, CNET 51B, CNET 54A, B</td>
<td>• Success in hands-on classes, Internship feedback</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CORE COMPETENCIES</th>
<th>CORE COMPETENCIES: Outcomes and Attributes Distinct to This Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Communicate to locate and fix customer problems</td>
</tr>
<tr>
<td>Computation</td>
<td>• Be able to compute and work equations as appropriate to network assignments</td>
</tr>
<tr>
<td>Creative, Critical &amp; Analytical Thinking</td>
<td>• Find and fix computer problems</td>
</tr>
<tr>
<td>Community/ Global Consciousness &amp; Responsibility</td>
<td>• Work with non-profits if possible</td>
</tr>
</tbody>
</table>
PROGRAM NAME: Business Technology: Office Administration
Degree/certificate options available:
   AS Degree in Business Technology: Office Administration
       Office Management - General Office
       Office Management - Office Computing
   Certificate in Business Communications
   Certificate in Word Processing/Desktop Publishing
   Certificate in Accounting/Spreadsheets
   Certificate in Database/SQL
   Certificate in Internet/Electronic Commerce
   Career Certificate in Office Manager - Office Computing
   Career Certificate in Office Manager - General Office

PROGRAM MISSION:
Upon completion of this program, the student will have the skills necessary to assume clerical through supervisory level support roles in small and large professional offices. Emphasis will be on the technical needs of a typical professional office doing general work. Heavy use of hands-on experience and laboratory work make the graduates of this program immediately ready for work in the modern office.

EXPECTED STUDENT OUTCOMES: A student completing this should be able to:
1) Demonstrate current business office procedures
2) Demonstrate the use of computing applications common to the modern office setting (word processing, spreadsheet, database management, desktop publishing and internet technology).
3) Demonstrate the use of accounting and financial analysis tools
4) Display effective business communication skills
5) Demonstrate the use of effective decision making strategies

INTENDED OR DIRECT OUTCOMES: Program-Specific Outcomes and Attributes Desired of Program Graduates

<table>
<thead>
<tr>
<th>PROGRAM CONTENT PROFICIENCIES/COMPETENCIES</th>
<th>Desired Attributes: What should a student be able to do upon graduation?</th>
<th>REQUIRED PROGRAM COURSES related to this outcome: Where do students acquire experience?</th>
<th>OUTCOME MEASURES — Evidence or Sample Demonstrating Deep Learning: How do we know what a student has achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Office Procedures</td>
<td>• Ability to function smoothly in a modern office environment. Ease of integration into office processes</td>
<td>B T 50, 51A, 51B, 51C BUS 97</td>
<td>• Success in classes</td>
</tr>
<tr>
<td>2) Computing Applications</td>
<td>• Use a variety of productivity applications to meet the demands of an office environment</td>
<td>CAST 104A, 104B, 88A, 89A, 92A, 93A, 107D, 109F CIS 52A, 52B2 COIN 51, 56, 61</td>
<td>• Create, edit, &amp; format a variety of documents including graphics and spreadsheets.</td>
</tr>
<tr>
<td>3) Accounting &amp; Financial Analysis</td>
<td>• Apply accounting principles and financial analysis to budget tracking and financial matters in general.</td>
<td>ACTG 1A, 64A, 64B MATH 105, 10</td>
<td>• Produce simple bookkeeping and accounting reports and analysis.</td>
</tr>
<tr>
<td>4) Business Communications</td>
<td>• Apply basic English standards to all business documents • Create memos • Use editing tools to improve documents.</td>
<td>B T 51C, 59A, 59B, 90A ENGL 1A, 3</td>
<td>• Create planning guides, project reports.</td>
</tr>
<tr>
<td>5) Decision Making</td>
<td>• Be able to make informed decisions regarding a number of office situations (Buying, tracking..) using available data.</td>
<td>BUS 18, 97 CIS 51C</td>
<td>• Success in classes...indicating high degrees of confidence.</td>
</tr>
</tbody>
</table>

CORE COMPETENCIES: Outcomes and Attributes Distinct to This Program

| Communication | • Create and edit various business documents. | B T 51C B T 59A, 59B, 90A | • Examination of student portfolio amassed during classes
<table>
<thead>
<tr>
<th>PROGRAM CONTENT PROFICIENCIES/COMPETENCIES</th>
<th>Desired Attributes: What should a student be able to do upon graduation?</th>
<th>REQUIRED PROGRAM COURSES related to this outcome: Where do students acquire experience?</th>
<th>OUTCOME MEASURES — Evidence or Sample Demonstrating Deep Learning: How do we know what a student has achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computation</td>
<td>• Plan, create and make an oral presentation.</td>
<td>ENGL 1A, 3</td>
<td>classes (sample documents edited, and presentations created.</td>
</tr>
<tr>
<td>Creative, Critical &amp; Analytical Thinking</td>
<td>• Apply accounting principles and financial analysis.</td>
<td>ACTG 1A, 64A, 64B CAST 107D, 109F CIS 52A, 52B2 MATH 105, 10</td>
<td>• Success in accounting classes.</td>
</tr>
<tr>
<td></td>
<td>• Create formulas using spreadsheet and database management applications</td>
<td></td>
<td>• Portfolio examination</td>
</tr>
<tr>
<td>Community/ Global Consciousness &amp; Responsibility</td>
<td>• Ability to think in multi-step ways to plan</td>
<td>BUS 18, 97 CIS 51C MATH 105, 10</td>
<td>• Success in classes</td>
</tr>
<tr>
<td></td>
<td>• Ability to synthesize answers without all the data</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Willingness to reach outside of local environments to help others.</td>
<td>B T 50 CIS 51A</td>
<td>• Evidence of working with non-profits.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Internships success.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Demonstrated awareness of general business skills</td>
</tr>
</tbody>
</table>